

## Director's Corner

The last two months have been filled with change as our department experienced transitions in leadership while continuing to aggressively address the public and behavioral health challenges that face us. As you know, Governor Symington appointed me acting director until a final appointment is made at the end of this year. At that time, he will reconvene a search committee; and I anticipate being selected to continue as ADHS Director.

Until then, I shall continue to provide the department with the continuity and leadership needed to carry us forward--for as you are already experiencing, much is happening as we energize our public health outreach. I invite and encourage you to participate--we're together for the long haul!

It has been a busy winter. Efforts continue at the Division of Behavioral Health Services to provide our constituents with quality managed behavioral health care and to replace

*Continued page 2*



Jack Dillenberg, DDS, MPH, Director (Acting)



Rita Voss, ADHS Meritorious Achievement Award Recipient, is congratulated by Dr. Dillenberg, Director (Acting) and Dr. Hart, Deputy Director for Medical and Public Health.

## ADHS Awards Top Honors

*ADHS recognizes employees each year at the department level. Recipients are nominated by their divisions for department Employee of the Year, Manager of the Year, and Team of the Year. An employee recognition committee with representation from each division and several job classifications select recipients based on the written recommendations received. The committee considers attributes such as attitude, teamwork, initiative, ingenuity, productivity, flexibility, excellence, and willingness to take on added responsibilities. Meritorious Achievement, the highest award in the recognition program, honors an employee whose service has broad beneficial impact on the department's mission, either on a general excellence basis or as the result of a*

*highly significant project. ADHS Management Team selects the recipient of this award.*

### Meritorious Achievement

It was a surprised--and shocked--Rita Voss when Dr. Lawrence Hart, Deputy Director for Medical and Public Health awarded her the 1992 Meritorious Achievement Award at a monthly Family Health Services employee meeting. A registered dental hygienist, Voss has been an invaluable member of the Office of Dental Health (ODH) team, especially her work with the sealant program, serving as acting ODH chief for nine months in 1992, and, in general, spreading the preventive health word throughout Arizona.

Voss, a.k.a. Jody the Dental

*Continued page 5*

unresponsive or outdated information and service systems. The Governor established a Behavioral Health Action Committee headed by our former Project SLIM team leader Gail Parin. I serve as vice chair and Deputy Director Chip Carbone is a member. This committee is helping us identify problems that arose as we introduced major changes in the state's behavioral health system and will develop an action plan for overcoming those problems and effectively deliver services.

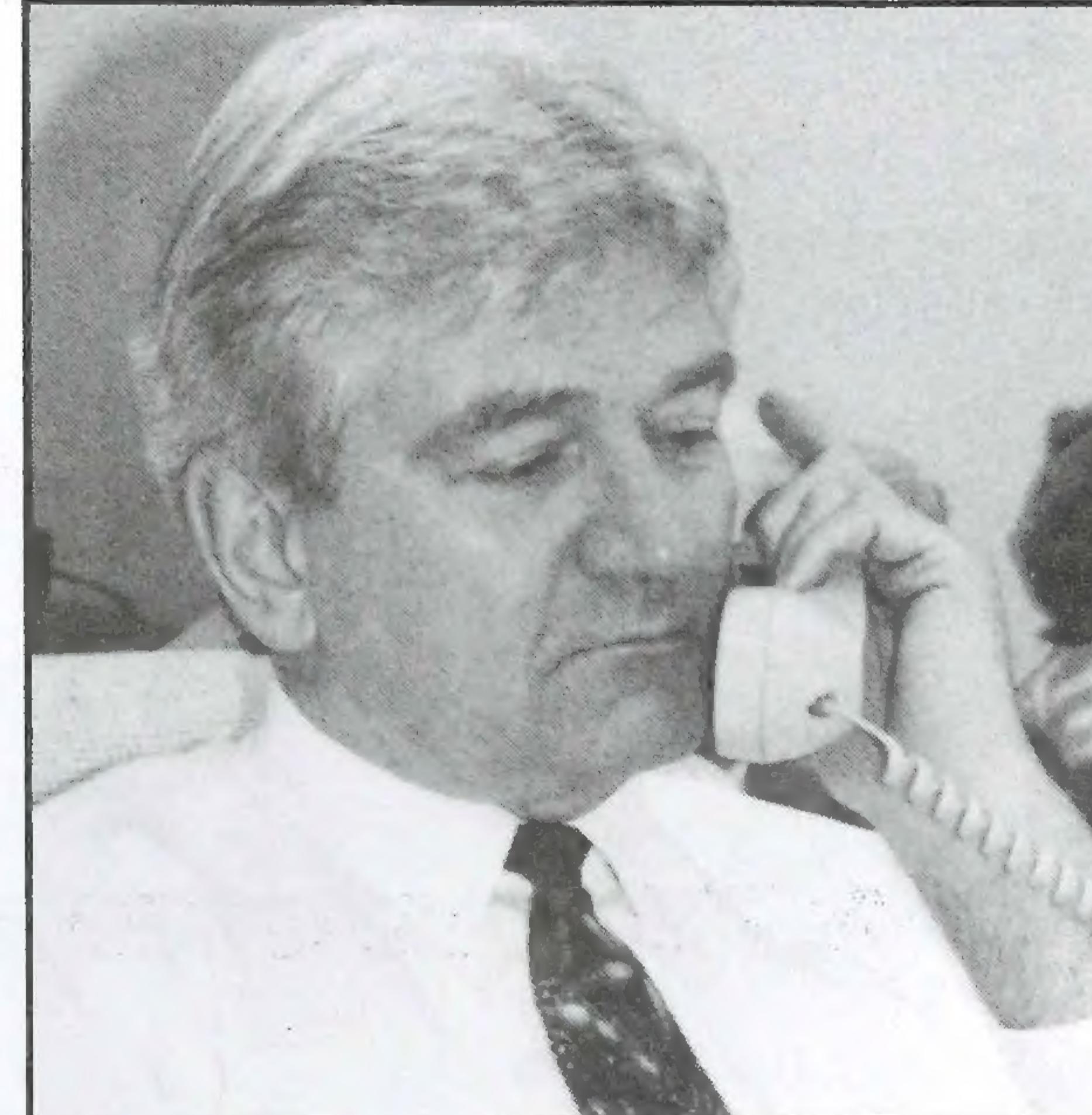
### **Legislative Successes**

We have had several legislative successes brought about by collaborative efforts between ADHS and our constituencies. The mobilization and support of the Children's Action Alliance (CAA) and community groups were essential to convincing the legislature to reinstate funding cuts to our children's programs. ADHS provided leadership to tobacco-related coalitions who wanted legislation passed to limit minors' access to tobacco products.

We were not, however, successful in our efforts to increase funding for our cancer/tumor and birth defects registries and tuberculosis surveillance programs. Plans are underway to mobilize statewide support for the next legislative session. It is essential that funding for these registries be increased so that we can identify dangerous public health trends, implement preventive measures, and respond to the increasing need to investigate effects of contaminants in our soil, in the air, and in building materials.

### **Our Commitment**

For the community, our role is to provide leadership--empowering people to help themselves by providing education, advocacy, and funding; establishing public/private partnerships; identifying and securing resources; developing policy; and



Roger Austin

### ***Austin Named ADHS Chief Deputy Director***

Roger Austin was appointed by Acting Director Jack Dillenberg as ADHS Chief Deputy Director for Operations on March 12. Austin joins ADHS from his previous position as Assistant Director for Business, Finance and Research at the Arizona Health Care Cost Containment System (AHCCCS) where he served since 1985. In all, Austin has served the state since 1978 including the Departments of Corrections, Administration, and Public Safety.

implementing new and innovative programs.

For our employees, our commitment is to provide a work atmosphere that supports individual and team development, that empowers staff to innovate and improve services, that is conducive to ethnic and racial diversity, and that makes ADHS a place where employees are proud and happy to work.

There are no "slow times" at ADHS. Our employees work hard to provide Arizona's public health needs, doing the best they can with the limited resources allocated to us.

Thank you for your hard work and diligence!

Dillenberg appointed Austin the same day the Governor named him (Dillenberg) as acting director for ADHS. In appointing Dillenberg, Governor Symington said "I look forward to working with Jack and Roger as we tackle the tough issues before ADHS." Among the "tough issues" that Austin is tackling are straightening out the provider payment process in behavioral health and getting responsive systems implemented. Austin says that he is spending his first several weeks at ADHS familiarizing himself with how the agency runs and working with other directors to make it run better.

"I'm delighted to have a Chief Deputy Director joining our management team with the breadth of experience in state government, and specifically Title XIX, that Roger has," said Acting Director Jack Dillenberg.

Austin is a business administration graduate of The Citadel in Charleston, South Carolina, and has studied for an M.B.A. at the University of Utah. He first came to Arizona while serving in the United States Air Force and returned here to live after his discharge.

### ***NONE OF US IS AS SMART AS ALL OF US***

**T**ogether  
**E**veryone  
**A**ccomplishes  
**M**ore

## **Business Travel Made Easier— ADHS Expands Travel Credit Card Program**

In October, the Arizona Department of Health Services implemented a pilot program with Citicorp Diner's Club Credit Card for travel-related expenditures. Citicorp Diner's Club Credit Card will provide ADHS travelers with maximum resources while reducing administrative costs for the department.

The pilot program was started very conservatively. So far travelers utilizing the new service have been pleased with the convenience, accessibility of needed resources, and the elimination of paper work associated with travel advances.

Since its inception, the Diner's Club Credit Card has proven to be a valuable asset for the travelers. The Diner's Credit Card Travel System offers the traveler convenience, security, access to cash at over 80,000 ATMs (Plus, Star, etc.), no annual fee, and individual billing.

The department is now ready to expand this beneficial service to anyone who has at least two overnight trips a year and has approval from the traveler's supervisor and Assistant/Deputy Director. Anyone interested in applying should contact their Business Office for the necessary application, terms and conditions forms, and date for your location meeting. Meetings will be held at specific locations to answer questions and help staff fill in the necessary information.

Contact your division business office or Monique Carpenter, Manager, Director's Business Office, at 542-1100.

## **INFOTRAC—ADHS Library Service Better than "Clue"**

The ADHS Library invites you to test their new database, INFOTRAC, on their CD-ROM system. It is simple to use because it was set up to meet your health information needs.

What is INFOTRAC? It is a computer database that allows you to find any health information in non-medical language easier than a book search. If you are searching for specific information on "dieting" in INFOTRAC, you can retrieve entire journals, magazines, newspaper articles, dictionary definitions, full-text information taken from pamphlets, book reviews, etc.

Please schedule with Library staff by calling 542-1013 one day in advance for up to one hour of time with INFOTRAC.

## **Hot... Hotter... It's Health Hotlines**

Need information? *Health Hotlines*, a booklet with toll-free numbers, has been revised and is once again available to you through the Public Health Library at 1740 West Adams. For more information, call 542-1013.



Gwen Moses

## **New Affirmative Action/Equal Opportunity Head Named**

Gwen Moses joined ADHS on February 1 as Equal Opportunity Specialist in the Office of Affirmative Action. In that capacity, Moses heads the Affirmative Action Office that handles American Disabilities Act issues and investigates complaints, grievances, and conflicts between employees and supervisors. She gathers information from all parties and maintains strict confidentiality. "I want employees to call on me and I welcome any inquiries or concerns employees may have," said Moses.

According to Gregg Jacquin, Deputy Director, "Gwen had to jump in and pick up the pieces because there had not been anyone in the Office of Affirmative Action for several months. Her government experience at State Retirement gave her the expertise needed to perform her present responsibilities."

Moses served as an assistant to the personnel manager at State Retirement. She is a native of Arizona and a graduate of Arizona State University.

# ADHS Awards Top Honors

## ADHS Team of the Year

ADHS Team of the Year honors went to this "Office" that became a division on July 1, 1992, and simultaneously lost 33 percent of its staffing, increased its mission, and had its mandated responsibilities expanded to include new levels of certification. It is now extending even further to provide leadership in developing a statewide trauma system. Despite diminished resources and increased duties, the Office of Emergency Medical Services has maintained and even enhanced services to its constituents.

Through redeployment of existing staff, the office found savings of time, money, and resources. The office looked at old problems and issues in a new light, resulting in enhanced service and productivity. Staff ideas saved time in certification and created a new testing bank and quicker methods of processing applications for paramedics and ambulance services.

## Double Honors for Two ASH Staff

### ADHS Employee of the Year

**Nattie Stevens** was honored as both ADHS and Division of Behavioral Health Services Employee of the Year in a ceremony at Arizona State Hospital (ASH). Stevens has been employed at Arizona State Hospital since 1961, starting out as housekeeper and progressing through various supervisory positions to her present position as Housekeeping Manager.

Nattie was doubly honored because of the compassion and understanding she shows to ASH patients and her subordinate staff, her loyalty and fairness to employees under her supervision, her willingness to accept any assignment, and her ability to satisfactorily complete tasks--even though she is frequently short staffed. (See photo page 5)

### ADHS Manager of the Year

**Maura Rooney, PhD**, has been with ADHS for over a decade--first as Program Manager of the SSI Disabled Children's Program and ending up in her current position as Director of Education and Rehabilitation Services at Arizona State Hospital.

Rooney was honored as Manager of the Year by both the Division of Behavioral Health Services and ADHS for the expertise, loyalty, and compassion that have earned her the respect and admiration of professional and line staff as well. She was instrumental in developing many programs to benefit the patients at ASH and personally assists in the Granada Geriatrics Unit. Rooney is committed to the community and actively participates in programs for the homeless and at the Newman Center at Arizona State University. (See photo page 5)



EMS Staff: Back Row: Peter Franklin, Carl Anderson, Patricia Hastings, DO (Medical Director), Heidi Van Brocklin, Rosy Steinwand, Chris Black, Robert Moss. Middle Row: Rich Anderson, Victor Dominguez, Dani Koile, David Kolaric, Russ Nixon, Marnie Pinchoff, Judy Baxter, Ralph Graves. Front Row: Carol Murray, Jim Behrend, Noelle Stovell, Geraldine Casey, Joy Lehman, Grace Hulsey. Not pictured: Linda Barreras, Robert Colombe, Anna DeLaRose, Doris Hudson, Doug Leach, Chuck Kramer, Carroll Morrow, Bill Singer, John Taska (Office Chief).



Chip Carbone, DBHS Deputy Director, Nattie Stevens, Maura Rooney, PhD, John Migliaro, PhD, ASH Superintendent, Doug Campos-Outcalt, MD, former ADHS Director (Acting) .

**Meritorious Achievement, cont.**  
Coyote (a costume she dons to entertain children in schools and at special events) is active outside ADHS as well, including her involvement with Head Start and the Department of Education, serving as board president of the Arizona School Health Association, and representing public health dentistry on national and state advisory boards.

"I can't think of anyone more deserving of this award," said ODH Chief Don Altman. "It's not often you meet someone of Rita's caliber."

## ***Divisions Present Honors***

### **Director's Office**

#### **Employee of the Year**

**Monique Carpenter**, Business Manager for the Office of the Director, sets the standard for service, dedication, and excellence. She constantly strives to assist all programs in an efficient, effective, and pleasant manner. With the pressures of year-end projects, Monique continued to maintain a high level of excellence in her work with a positive attitude during the most stressful of circumstances.



Monique Carpenter

#### **Manager of the Year**

Loretta Kuhler worked many arduous hours converting ADHS to the new HRMS payroll system, incorporating revisions to payroll timekeeping procedures and presenting training classes for timekeepers, supervisors, and managers.

Kuhler was instrumental in developing the ADHS on-line, computerized Time and Attendance History system which allows instant computer access to every employee's time and attendance detail information, eliminating the manual computations of employees' leave balances.



Loretta Kuhler

#### **Financial Services**

##### **Employee of the Quarter**

Pat Brown, Federal Grants Control in the Controller's Office, was selected the Division of Financial Services Employee of the First Quarter of 1993. Brown is an excellent employee who is knowledgeable, flexible, cooperative and conscientious. She willingly takes on added responsibilities, including performing her and a co-worker's job duties when the co-worker's husband became ill. This three-month period included the end of the fiscal year--their busiest time.



Pat Brown



**Vital Records Staff:** Front Row (left to right): Joyce Hatten, Virginia Montero, Monalisa Sisto, Celeste Stella, Patricia Stafford, Dolores Miranda; middle: Sharon Fields, Judy Barraza, Penny Boden, Virginia Rawls, Magdelena Simpson, Rebecca Madrid, Linda Valadez, Renee Gaudino (Mgr.); Back Row: Christopher Greene, Michael Haney, Wanda Bergman, Vicky Combest, Kathleen Kluge, Mary Symcox, Janice Joyner; **Not Pictured:** Joanne DuBois, Julia McLeod-Traylor, Candace Millsop, Delores Erickson, Sherrie Waconda, Jerry Simpson, Mary Wendland, Patrick Mohon, Christine Prindle, Frances Ramirez, Janet Stafford.

## **Intergovernmental Affairs Team of the Quarter**

The Office of Vital Records was selected Team of the First Quarter for the Division of Intergovernmental Affairs, Legislative Services and Operations and Offices of the Director.

With only a staff of 30, Vital Records staff achieved overall excellence handling a heavy daily workload of serving 250 walk-in customers, answering over 150 telephone

calls, and processing 250 to 350 mail applications. With an annual increase in births and deaths and staffing remaining the same, staff "just work harder and smarter," according to Michael Haney who nominated the team. According to manager Renee Gaudino, Vital Records served approximately 187,000 customers in 1992--59,000 in person and 128,000 by mail.

## **FHS Honors Lange**



Jane Lange

Jane Lange, Program Manager for the Older Adult Health Program,

was selected Employee of the Second Quarter for the Division of Family Health Services. She is enthusiastic and caring of others and dedicated to spending the time needed to develop and manage the new program (see page 7). Lange launched the new program with few resources but a lot of sound planning, analysis, and coordination. She created a task force of the state's network of advocates, conducted a survey of health promotion and disease prevention activities for older Arizonans, and applied for grants to totally fund the program.



**Ira Heath & Gene Messer, ASH Chief Ops. Ofcr.**



**Laura Giordano & Chip Carbone, BHS Dep. Dir.**



**Dr. Adelle O'Sullivan & Dr. John Migliaro, ASH Superintendent**

## **Behavioral Health Honors Employees**

Congratulations to **Ira Heath** of Arizona State Hospital for being elected Employee of the Third Quarter of 1992, and to **Laura Giordano**, Office of the Medical Director, for being elected Employee of the Fourth Quarter of 1992. The division is proud of both Ira and Laura for their hard work and dedication!

And a special congratulations to **Dr. Adelle O'Sullivan**, 1992 recipient of the ASH Pat Terry Award, given annually to the employee who best exemplifies dedication and attention to patient care.

## Getting Older is Getting Better

The Older Adult Health Program was established in Family Health Services (FHS) last June, marking the first time that FHS addressed the needs of the full continuum of age groups. Because the number of older Arizonans increased 62 percent between 1980 and 1991 (the average increase nationwide was 24 percent) this new program comes at an opportune time.

Headed by Jane Lange, RN, MPH, the program serves as a clearinghouse within ADHS for older adult health-related activities among government and private sector agencies statewide.

Among the Older Adult Health program's accomplishments are:

- acquired start-up Preventive Health Block Grant monies for materials and pilot projects,
- piloted the National Nutrition Screening Initiative for the first time in Arizona through a contract with the Yavapai Health Department and in collaboration with the FHS Office of Nutrition Services,
- distributed pneumonia vaccine to older adults in areas of high need throughout the state (the first time ADHS distributed the Pneumovax vaccine),
- coordinated a panel presentation for the 1992 Rural Health Conference on "Older Adult Health

Initiatives in Arizona,"

- completed a survey of older adult health promotion activities (responses received from 110 organizations/agencies around the state identified several urgent needs including financing of health care, learning about medication interactions, and dealing with depression),
- developed and submitted grant proposals for fall injuries and alcohol abuse and depression detection among elders (the program relies on foundation and government grants rather than state appropriations for funding),
- organized an interdivision/interdisciplinary task force to identify and coordinate ADHS and outside resources for older adults.

Lange has reached out to the many ADHS staff whose programs impact the older population. As a result, the Older Adult Program is an example of using teamwork, existing assets, and a lot of resourcefulness to serve our citizens.

Lange is always recruiting new allies and team members. The quarterly interdivisional task force will be meeting soon. Anyone wanting more information on the Older Adult Health Program or to serve on the committee should call Jane Lange at 542-1223.



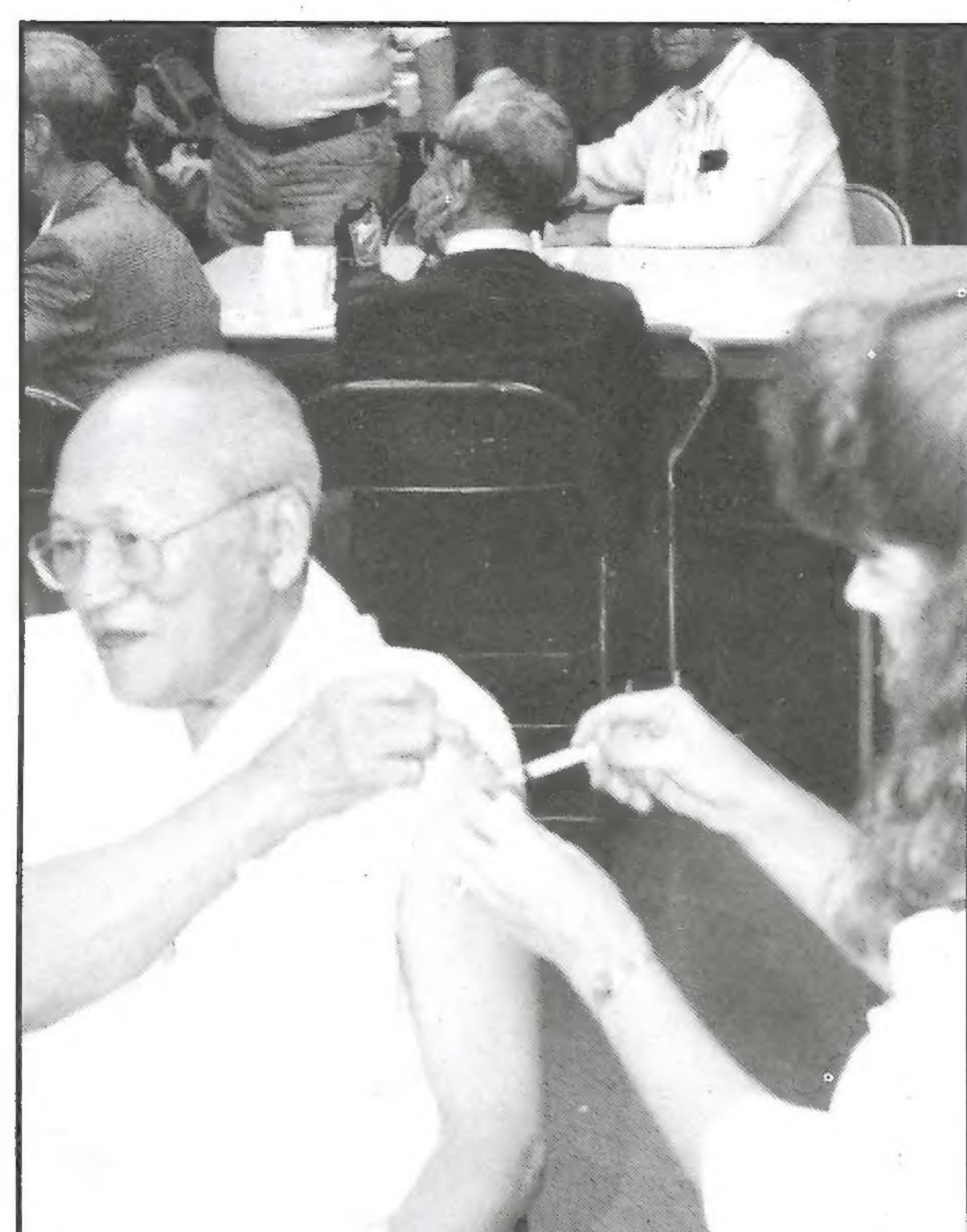
## Top 10 Reasons for Submitting Material to Today

by Steve Lieb

(Queue the band--drum roll, please)

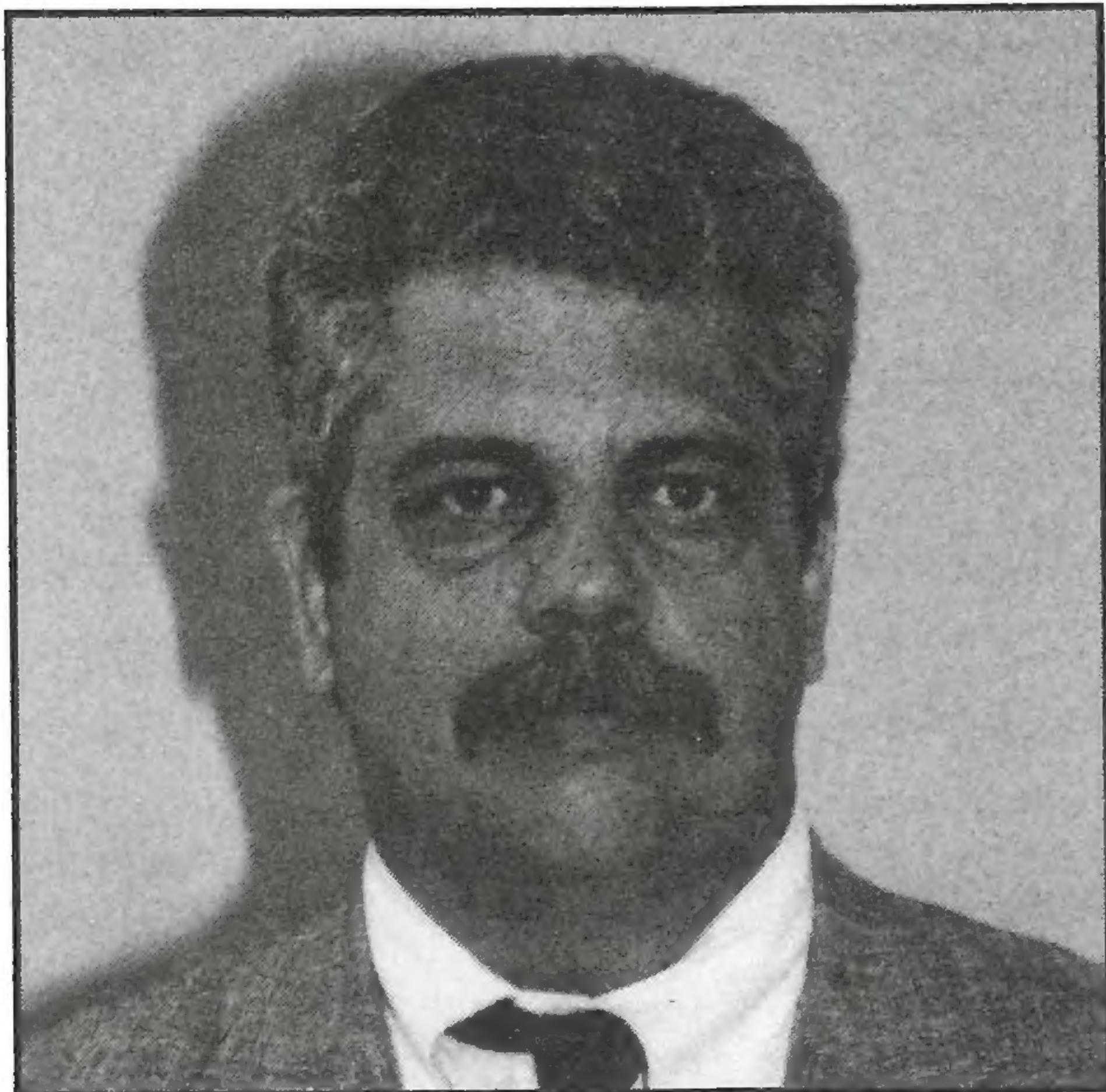
10. Your name in **bold type**.
9. Handsome newsletter-style publication suitable for framing.
8. Win unwavering respect and recognition from colleagues.
7. Easier than getting published in the *Reader's Digest*.
6. Worth extra-credit points on your next evaluation.
5. Not necessary to put submission in Associated Press--or any other--format.
4. Good opportunity to voice your ideas and opinions to colleagues without someone interrupting you.
3. Chance to win valuable prizes. (Not really. I only said that to get your attention.)
2. Eliminates those suppressed "publish or perish" anxieties.
1. Relieves tired, overworked editors from having to come up with all this stuff!

(Editor's Note...anyone interested in submitting an article to Today should call Ellen Falke, Director's Office, at 542-1025.)



Older adults meet at the Chinese Senior Center for companionship and food (left) and to receive flu and pneumonia vaccinations from Maricopa County Health Department nurses (above).

## DIVISION OF BEHAVIORAL HEALTH



Charles "Chip" Carbone

### Meet Your Management Team

*Charles "Chip" Carbone was appointed Deputy Director of the Division of Behavioral Health Services September 1, 1992. Before coming to ADHS, Carbone was Acting Assistant Secretary for Alcohol, Drug Abuse and Mental Health and Deputy Assistant Secretary for Mental Health and Rehabilitative Services in the Florida Health and Rehabilitative Services Department. Carbone's 12 years experience in a complex state system gave him a successful background in achieving system change, including implementing regional performance-based contracts for behavioral health, and developing community-based services.*

*Carbone was a psychology major at North Dakota State University in Fargo where he received his Bachelor's degree from the University's School of Science and Mathematics. He has been a member of the National Association of State Mental Health Program Directors and has managed both private and public sector organizations in North Dakota, Michigan, and Florida.*

### Message from the Deputy Director

In September, 1992, I began my position as the Deputy Director for the Division of Behavioral Health. Over the past several months, I have been impressed with the dedication and commitment shown by the division staff.

The last year has been one of tremendous change throughout the division as we worked to bring up new systems and introduce accountability into the Arizona behavioral health delivery network. Our accomplishments include:

- Implementing Title XIX funding for adults with serious mental illness on November 1, 1992, one year ahead of schedule;
- Promulgating client rights and client grievance rules which will become State law on October 1, 1993;
- Implementing many of the requirements of the Arnold vs. Sarn court-ordered Blueprint;
- Insuring that behavioral health service providers receive payment;
- Implementing a new client data system;
- Implementing the Arizona State Hospital downsizing initiatives.

All of these and many other accomplishments could not have occurred without the countless hours of time and devotion of our staff.

The division staff in Phoenix moved to a new office on January 20, a move that has been anticipated for quite some time and has finally brought the administrative offices of the division together for the first time in several years.

I look forward to the coming year and the challenges that still remain in the division as we work toward bringing together a unified continuum of behavioral health services.

### Phoenix Division

*Melba Davidson, Administrative Services Officer II, was assigned to the Office for the Seriously Mentally Ill approximately six months ago. Although her primary duties included managing the day-to-day activities of the Office, she has also served in a fiscal capacity for the division, spending many long hours developing capitation budgets for the RBHA contracts and developing the DBHS budget subvention schedules.*

*Claudia Wilkins, Administrative Assistant with the Deputy Director's Office, devoted numerous hours to developing an automated tracking system that has significantly improved the flow of work assignments given to the division. (Thank you to Management Information Systems staff for their help.)*

*Laura Giordano, R.N., Office of Quality Management, gave unstintingly of her time, including evenings and weekends, to develop a Quality Management Plan which was one of the HCFA requirements for ADHS to be eligible for Title XIX funding. Giordano also assumed additional responsibilities during an eleven-month period when the division did not have a Medical Director.*

*Lonnie Jones, Housing Coordinator for the Office for the Serious-*

**The Division of Behavioral Health Services** includes services for children, the seriously mentally ill, people affected by substance abuse, individuals requiring inpatient treatment (Arizona State Hospital). DBHS also has programs for prevention, quality assurance, and planning and evaluation. The Southern Arizona Mental Health Center, Tucson, offers an array of crisis stabilization and time-effective outpatient services.



Groundskeeping...Mark Pomero, Louis Noriega and Gerald Hockett install a fountain at ASH.

ly Mentally Ill, in conjunction with two Regional Behavioral Health Authorities and state HUD officials, obtained \$7.4 million in federal Housing and Urban Development grants to develop permanent housing for individuals with serious mental illness.

**Jody Ferrell**, Secretary for the Office for the Seriously Mentally Ill, volunteered to assist with the design and layout of the new client rights training plan in addition to her other duties.

**Pat Anaya**, Manager of the Office of Prevention, has represented the division on national prevention initiatives and was successful in obtaining a second year of funding from the former Office of Substance Abuse Prevention for the New Turf Gang Grant--the only one of its kind in the nation. This grant provides funding to target high-risk youth in Mesa and Sierra Vista.

**Beryl Janick**, Human Resource Development Coordinator, Office of Program Development, assumed the responsibilities of Tribal Liaison for a year until the division could fill the position.

## Arizona State Hospital

**Ira Heath**, Housekeeping Leader, sets the standards of dedication and initiative. His willingness to tackle any task results in the best service possible to the patients and staff of the Arizona State Hospital.

**Keven Burgess**, PT II, J-6, not only completes all of his job duties extremely well, he provides CPR training to night shift staff, often on his own time. He holds Mock Codes on the night shift and provides the psych nurse manager a critique of their performance.

**Cheryl Roberts**, R.N., J-5, completes all assignments in a timely manner. She provides counseling to her assigned patients on a weekly basis while floating graciously to other units two days per week.

**Suzanne Randall**, became the Volunteer Coordinator at ASH in late October, just in time to plunge into the holiday season. Randall recruited volunteer groups to sponsor parties, entertainment and gifts for all ASH patients; spearheaded an effort to encourage ASH employees to donate gifts for patients, children of fellow employees, and holiday carnival prizes; and organized one of the most successful blood drives at ASH with 25 pints donated.

## Southern Arizona Mental Health Center, Tucson

**Jesse Cabrera** has to be flexible to handle a wide variety of tasks. His enthusiasm and dedication to excellence make him a valuable asset to SAMHC.

**Jeff Thomas**, ACSW, Program Manager, goes above and beyond his duties in researching and following through on



Working with patients...Judy Anderson, RN, takes an ASH patient's temperature.

information needed by SAMHC Management Team on new program initiatives, utilization review, and provider satisfaction.

## Length of Service

### Five-Year Award

Patricia Alexander, Amelia Arellano, Deanna Baker, Mark Bickford, Barry Bowman, Raymond Bradley, Elizabeth Brown, Tamara Castner, Gloria Colter, Diane Cordaro, Lillian DeCovis, Patricia Dillman, Maige Erickson, John Espinoza, Joyce Evangelist, Gladys Figueroa-Weinberg, Tiny Flynn, Norma Fox, Louise Friskey, Gloria Garcia, Angela Gonzales, Donna Gray, Mintie Green-Ruiz, Ronald Hamilton, Julie Hays, Jesus Hernandez, Joaquin

*Continued page 9*



Meals...Ruben Lopez, Maria Castillo and Carmen Peralta serve lunch at one of four serving facilities at ASH. The Hospital's main kitchen prepares 5,400 meals a day.

**Behavioral Health, cont.**

Higuera, Sherry Holly-Reps, Glenda Jones, John Juarez, Jeanette Khan-Hekmat, Michael Kinder, Dorothy Kister, Robert Landrum, Laura Lee, Robert Matthews, Adele Middleton, Steven Moore, Mack Mullins, Patricia Ness, Verland Olliff, Beatrice Palinski, Larry Pappenfus, Luis Perez-Brignoni, Stephen Perkins, Gerald Phalen, Georgia Robles, Laurie-Ann Schultz, Amy Rochelle, Nolan Seymour, Jacquelyn Slinkard, Paula Smith, Benita Sozanski, Diana Spears, Klara Szekely, Tamara Wald, and Helen Walton.

**Ten-Year Award**

Irene Abril, James Anderson, Sally Baker, Norman Berreman, Michael Campbell, Jeanette Dalke, Alayne Goods, Donald Harnishfeger, Dick Harrell, Jeffrey Heward, Irene Johnson, Patricia Leatherman, Jackie Lutz, Ritchie Marshall, David Milligan, Mark Pomeroy Sr., Steven Sabo, and Beverly Spencer.

**Fifteen-Year Awards**

Kathy Aguilera, Enrique Alvarez, Joyce Armijo, Bernice Barrey, Chuck Biggs, Juan Carpio, Fred Carrillo, Jerome Cherney, Edward Dean, Claudia Delaney, Edward Dubis, Edmond Dziadul, Janet Gerome, Kathryn Graybill, Oran Hall, Sherry Harris, Ivie Hayes, Jose Hernandez, Altha Jones, Jean Moore, Larry Nance, Mireya Rojas, Robert Suiter, Lessie Turner, and Annie Winfield.

**Twenty-Year Award**

Theodore Bowen, Jr., Hilario Castro, Marlyn Edmonds, James Ferguson, Regina Griesmer, Dr. Rodney Jilg, Robert Kennedy, Nancy Porterfield, and Maura Rooney.

**Twenty-Five Years**

Shirlee Berg, Burton Rifkin, and Olin Sherman.

**Thirty-Five Years**

Richard Schaefer.

## **Doing Business Better-- E-Mail System Expands at ADHS**

by Katrina Shawver

Electronic Mail has come to the Department and is changing...for the better...how people work and communicate with each other.

At one time, the department had several different versions of e-mail. To link them, we had to identify one e-mail software package for all divisions. MIS selected WordPerfect Office as the best option because of its compatibility with WordPerfect. Keystrokes between the packages are very similar, so the learning curve from WordPerfect to Office is minimal.

Electronic mail provides the ability to send and receive messages, files, and phone messages. With e-mail, we can say "good-bye" to the days of telephone tag and time-consuming distribution of messages and "hello" to instant dissemination of information to a broad audience, the ability to leave complete and error-free messages, and the ability to schedule meetings between several individuals effectively and immediately.

WordPerfect Office includes more than electronic mail. It includes an appointment calendar, scheduler, file manager, notebook feature, and an Editor program that will edit both DOS files and WordPerfect Macro files.

Current locations with e-mail connections include:

- 1740 West Adams--all offices including the Director's Office, Family Health Services, Intergovernmental Affairs, Finance, Personnel, Procurement, Payroll, and MIS,
- 3008 North 3rd Street--Division of Disease Prevention and Office of Women and Children's Health, FHS,
- 100 West Clarendon--Health and Child Care Review and Emergency Medical Services and Special Investigations,
- Satellite Offices--Tucson and Flagstaff,
- Behavioral Health offices at 2122 East Highland,
- State Laboratory Services, 1520 West Adams and their licensure office on Central.

Smaller offices such as Vital Records and individual offices at the State Hospital will be accessible through dial-in capability shortly. The Office of Auditing is accessible through dial-in.

A word of caution when using e-mail. If you do not receive a response from the receiving party, call to make sure he/she is at work, has his/her computer turned on, and that the transmission was received.

For assistance with WordPerfect Office or electronic mail, contact the ADHS Help Desk at 542-6999. To obtain training, contact Debra Matthews with the User Support Center at 542-2788.

# Operation Precious Cargo

It kills and disables more Arizona children than any other cause. "It" is motor vehicle crashes. Governor Fife Symington proclaimed February 8 to 14, 1993, as Arizona Child Passenger Safety Week to increase public awareness.

But awareness alone isn't enough to decrease deaths associated with highway accidents. That is why ADHS Office of Women's and Children's Health and Mrs. Ann Symington, official state spokesperson for injury prevention, announced the start up of "Operation Precious Cargo" at a February 9 press conference. Precious Cargo is an infant safety seat program sponsored by the Allstate Foundation and provided through the Teen Prenatal Express Safety Seat Incentive Program.

Through the Operation Precious Cargo program, ADHS was able to donate and distribute 1,000 Kolcraft infant seats to 25 publicly funded



Ann Symington, center, First Lady of Arizona and official state injury prevention spokesperson, with ADHS's Doris Evans-Gates, left, and Linda Kirby, right, at 1993 campaign kick-off.

health care facilities around the state. These seats are available to the public on a loaner basis at no cost. The Allstate Foundation also provided promotional materials. ADHS provides a hotline telephone number, 258-2900, to inform residents of the availability of seats.

To help reduce the incidence of low birth weight and prematurely born infants, the Teen Prenatal

Express Safety Seat Incentive Program is designed to motivate pregnant teens to attend all of their prenatal visits. Teens who have met the criteria receive a convertible safety seat when their babies are born. This program is sponsored by the Governor's Office for Children, ADHS Office of Women's and Children's Health, and the Arizona SAFEKIDS Coalition.

## Inquiring Minds Want to Know...

*Inquiring minds want to know...no, this isn't an ad to sell you one of the racier tabloids. It is a report on the results of the recent survey taken by the ADHS/MIS Help Desk staff. This survey was the first of several you will receive. For example, you recently received an "Employee Activity Survey." By summer's end, we will be asking you questions about your job, how to help you do your job better, working conditions, etc. Results of these surveys will be shared with you.*

### ADHS/MIS Help Desk Questionnaire Results

In January, ADHS/MIS Help Desk staff distributed over 900

brochures describing their services along with a questionnaire requesting input on services wanted by ADHS customers.

"Overall, the responses were genuinely encouraging and positive in nature," said Marvin Schultz, ADHS/MIS Help Desk supervisor.

Questionnaire respondents indicated they wanted the ADHS/MIS Help Desk to increase its hours (eight requests) and provide more assistance in the special areas of LAN applications such as Word-Perfect macros or data base design techniques.

Forty-eight respondents (28.7 percent) said they did not use the ADHS/MIS Help Desk or were not

aware of its existence. Twenty-six people (15.7 percent) were not completely satisfied with service. Eight respondents (4.8 percent) "did not want change" and thought the help desk was "a poor idea" and "a waste of state funds."

Nine responses (5.4 percent) said help desk staff "needed more training" or "relied on the second-level support too much." The final nine felt that second-level support staff needed to improve response time.

ADHS/MIS plans to respond to questionnaire concerns by making more people aware of ADHS/MIS Help Desk services and to correct the deficiencies identified.

## **"Shadows"**

In observance of April as Child Abuse Prevention Month, Parents Anonymous of Arizona sponsored the premiere of an original two-act play, *"Shadows,"* depicting a Mexican-American family's experience with child abuse and its strength in awakening to the need for change.

Funding for development of *"Shadows"* came from a Maternal and Child Health Block Grant at the Arizona Department of Health Services. "This play is written from the playwright's very personal experience," explained Susan McCraw Helms, Office of Women's and Children's Health. "We need to find new ways to present information to families to help them break down their defenses--and while the playwright is Mexican-American and the story revolves around a Hispanic family, this play is for all families."

*"Shadows"* was performed by the

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We welcome your comments and invite submissions for publication.

Fife Symington, Governor

Jack Dillenberg, DDS, MPH, Director (Acting)

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Ramon Chavez Hispanic Theatrical Company and written by Chavez.

Using Block Grant monies, ADHS hopes to provide matching

funds for more performances of *"Shadows."* For more information, call Susan McCraw Helms at 241-9500.